

CLAIMS

What is claimed is:

1. A method of addressing problems associated with customer orders, comprising the steps of:
receiving an order placed by a customer;
initiating a workflow process to handle the order;
monitoring the workflow process to detect any problems;
notifying a call center agent if a problem occurs during the processing of the order which enables the call center agent to proactively contact the customer.
2. The method of Claim 1 further comprising the step of automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.
3. The method of Claim 1 further comprising the steps of researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.
4. The method of Claim 1 further comprising the step of establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

5. The method of Claim 1, wherein the order is placed on-line.
6. The method of Claim 1, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.
7. A method of offering a product for sale based on customer selected conditions, comprising the steps of:
 - displaying a plurality of conditions corresponding to the product to the customer, wherein the conditions are customer selectable;
 - receiving a set of conditions selected by the customer;
 - storing the set of conditions in a memory;
 - monitoring the memory to determine whether the conditions can be met, wherein when the conditions are met, the customer may be contacted and offered the product for sale.
8. The method of Claim 7, wherein the order is placed on-line.
9. The method of Claim 7, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.
10. A proactive call center system comprising:
 - means for receiving an order placed by a customer;
 - means for initiating a workflow process to handle the order;
 - means for monitoring the workflow process to detect any problems;

means for notifying a call center agent if a problem occurs during the processing of the order.

11. The proactive call center system of Claim 10 further comprising means for automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.

12. The proactive call center system of Claim 10 further comprising means for researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

13. The proactive call center system of Claim 10 further comprising means for establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

14. The proactive call center of Claim 10, wherein the order is placed on-line.

15. The proactive call center of Claim 10, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.

16. A computer-readable medium having stored thereon instructions for addressing problems associated with customer orders, comprising the steps of:

receiving an order placed by a customer;
 initiating a workflow process to handle the order;
 monitoring the workflow process to detect any problems;
 notifying a call center agent if a problem occurs during the processing
 of the order.

17. The computer-readable medium of Claim 16 further comprising
 the step of automatically fixing the problem and informing the customer of
 the problem and the solution before being contacted by the customer.

18. The computer-readable medium of Claim 16 further comprising
 the steps of researching the problem, explaining the problem to the customer,
 and proposing a solution to the customer before being contacted by the
 customer.

19. The computer-readable medium of Claim 16 further comprising
 the step of establishing a collaboration session between representatives of the
 customer and the seller to resolve the problem.

20. A proactive call center service provider system for offering a
 product for sale based on customer selected conditions, comprising:

means for displaying a plurality of conditions corresponding to the
 product to the customer, wherein the conditions are customer selectable;
 means for receiving a set of conditions selected by the customer;
 means for storing the set of conditions in a memory;

means for monitoring the memory to determine whether the conditions can be met.

21. A computer-readable medium having stored thereon instructions for offering a product for sale based on customer selected conditions, the instructions comprising the steps of:

displaying a plurality of conditions corresponding to the product to the customer, wherein the conditions are customer selectable;

receiving a set of conditions selected by the customer;

storing the set of conditions in a memory;

monitoring the memory to determine whether the conditions can be met, wherein the customer may be contacted and offered the product for sale once the customer selected set of conditions are met.

22. A proactive call center system comprising:

an interface which receives an order placed by a customer on-line;

a workflow process coupled to the interface that executes the order;

logic coupled to the workflow process which monitors the workflow process to detect any problems which may occur;

a communications device coupled to the logic which notifies a call center agent if a problem occurs during the processing of the order which enables the call center agent to proactively contact the customer to resolve the problem.

23. The proactive call center system of Claim 22, wherein the call center agent automatically fixes the problem and informs the customer of the problem and the solution before being contacted by the customer.

24. The proactive call center system of Claim 22, wherein the call center agent researches the problem, explains the problem to the customer, and proposes a solution to the customer before being contacted by the customer.

25. The proactive call center of Claim 22 further comprising a collaboration system which establishes a collaboration session between representatives of the customer and the seller to resolve the problem.

26. The proactive call center of Claim 22 further comprising a means for offering a passive opportunity when conditions are met to customers who requested to be notified of a specific opportunity.